

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 001165
Grade 16**

LIBRARY ASSISTANT II

DEFINITION OF CLASS:

This is lead level library assistant work involving a wide range of circulation desk duties and 'off desk' duties in a library of Montgomery County Public Libraries (MCPL). Employees in this class personally perform a range of circulation desk and library support duties and lead the work of others (paid staff and volunteers) by passing on instructions or making assignments, monitoring work, giving on-the-job-training, ensuring that work rules are observed and performing related duties. Contacts are mainly with co-workers (including Library Pages and volunteers) in the library of assignment and other MCPL employees concerning a range of routine and some non-routine library issues and with library customers to provide frontline customer service; there also contacts with persons in other County departments to report facility, equipment, technology and other problems of the library of assignment, maintain appropriate levels of supplies and perform other functions. The employees in this class provide public service/assistance to library customers continuously while working at the circulation desk; they provide immediate assistance to many people on a daily basis.

An employee in this class is responsible for a wide range of circulation desk and 'off desk' support functions as well as work leadership in circulation services. Work is typically performed under the supervision of the Library Assistant Supervisor or branch's supervising manager (this would be the case in Neighborhood libraries) who provides general instructions for performing the work. The employees independently carry out assignments. Problems and unfamiliar situations are referred to the supervisor for decision. Work is carried out in accordance with established guidelines, including but not limited to all or part of the MCPL Policies and Procedures Manual, MCPL Quality Service Standards, the Integrated Library System (ILS), Cash Register Guidelines, the Page Supervisor Manual and general MCPL policies and procedures. The employee uses judgment in selecting and applying the appropriate guidelines depending upon the nature of the request; this includes application of MCPL's policies and procedures when working with a customer. The complexity of this class of work is characterized by direct customer service that includes performance of a full range of circulation desk work, such as checking library materials in and out, registering new library customers, issuing library cards, updating library records, account management, responding to inquiries from customers concerning circulation policies, special services and locations of libraries, and performing assigned 'off desk' duties. Typical 'off desk' duties include work leadership of Library Pages, but also vary greatly across positions. They typically involve such duties serving as the library's contact for equipment and technology problems, and preparing brief reports and correspondence. The impact of this class is realized in the efficient flow of customers and materials at the circulation desk, the accuracy of customer records, accuracy and efficiency in shelving and in other services courteously rendered to the public (such as technology assistance) directly or through work leadership of others, in effective performance of 'off desk' duties and in teaming with co-workers to serve customers. Work is performed in a library to which the public has unrestricted open access, which includes potential for interpersonal conflict situations and, at times, some potential for aggressive or unpredictable behavior by customers. The work includes regularly

recurring light physical effort that typically results in some fatigue, such as keyboarding, long periods of standing or staying in place and recurring lifting, carrying and/or moving of book tubs, carts and library books and materials. All positions require the employee to work evenings, nights, Saturdays and Sundays based on customer service needs. This class of work is distinguished from the next lower class in this series in that employees have responsibility for providing lead level supervision of assigned merit employees, seasonal staff and volunteers.

EXAMPLES OF DUTIES: (Illustrative Only)

- Personally performs various circulation desk and 'off desk' activities, including checking library materials in and out, account management, using the computer-based circulation system. Registers new customers entering information into the database, prepares and issues library cards; updates customer records by changing, adding or deleting information.
- Provides work direction as lead worker over circulation services staff: makes or passes on assignments or instructions; provides on-the-job training; checks, monitors and reviews work; ensures that work is completed on time, work rules and practices are observed, and work records are maintained; and participates in the personnel decision-making process for page staff in support of the Library Assistant Supervisor or branch manager in Neighborhood libraries.
- Assists the Library Assistant Supervisor or branch manager (in Neighborhood libraries) in preparing/modifying desk schedules to ensure an equitable and efficient distribution of circulation desk and 'off desk' work. May make recommendations about substitute circulation personnel needs and may arrange for substitute coverage at circulation desk, as directed.
- Recruits, selects, orients, trains and oversees the work of seasonal staff (Library pages).
- Responds to inquiries from library customers concerning policies, special services, locations of libraries and related matters. Informs customers about materials and programs available in specialty services.
- Attends staff meetings on procedural changes and briefs pages on them.
- Assists with preparing monthly and special reports concerning circulation-related statistics.
- Ensures an adequate stock of supplies and change for the circulation desk; oversees circulation desk, office, and reading areas for general cleanliness and orderliness.
- Reports building, grounds and equipment problems to appropriate person or office; maintains accurate records and follow up when necessary.
- Ensures adequate cash register funds, prepares receipts and deposit slips.
- Counts, or verifies count, for monies received from daily intake, to include filling out cash form for verification.
- In the hold process, separates hold materials from other delivery items, marks them as holds, scans them into the ILS, shelves them for hold fulfillment and performs related tasks.
- Provides information, and assures availability of literature regarding, non-library related services offered by Montgomery County, such as Metro and Ride-On passes and recreation guides.
- Troubleshoots elementary branch technology problems to meet the needs of customers. If unable to resolve technology problems, refers them to the appropriate staff member. May serve as technology contact for the library of assignment.
- Receives and screens telephone calls, providing information as necessary.
- Opens or closes the library, as scheduled, following procedures that apply to opening and closing, such as unlocking doors, setting up the cash register or locking up money, and setting up the circulation desk.

- May prepare and type brief reports and other correspondence.
- May prepare bank deposits for pick up.
- May shelf materials, as necessary.
- In the absence of the supervisor, coordinates circulation workflow and assures circulation services for the library.
- Attends or leads training and stays abreast of changes in policies, procedures, technology, etc.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Considerable knowledge of library operating and circulation system guidelines used in daily work, including but not limited to all or part of the MCPL Policies and Procedures Manual, MCPL Quality Service Standards, the ILS system, Cash Register Guidelines, the Page Supervisor Manual, the Volunteer Handbook and general MCPL policies and procedures to perform daily tasks, including work leadership, and make day-to-day decisions based on experience, judgment and established policies and procedures.
- Knowledge of (or ability to rapidly acquire knowledge of), and skill in, all service desk electronic equipment/technology (hardware, software, databases, etc.) and the library's other computers (and baseline aspects of office suite software, such as MS Word and Outlook), printers, copiers, etc. to use the technology, explain its use to customers and troubleshoot recurring technology problems of customers using the public-access equipment.
- Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include skill in selecting and applying the appropriate policies and procedures to provide effective work leadership and customer service and to properly process books, media and serials; in making elementary arithmetic computations; in shelving materials; in comparing records; and in processing media problems by assessing damage, identifying the circumstances of damage/loss and following-through.
- Skill in English written communication to understand written information (including facts, assertions and arguments), and to express information in writing so that others will understand. This includes skill in reading policies and procedures applying to assignments.
- Skill in English verbal communication to understand verbal information (including facts, assertions and arguments) and to express such information verbally so that others will understand. This includes baseline skill in encouraging effective oral communication by others, such as library customers who have questions or need assistance.
- Interpersonal skills to interact with personal contacts in a customer service-oriented, businesslike manner. This includes ability to deal courteously, tactfully and effectively basis with customers, including, at times, irritated, aggressive or unpredictable people.
- Ability to multi-task (perform more than one task simultaneously).
- Ability to provide lead level supervision of others.
- Ability to work effectively and calmly under pressure.

MINIMUM QUALIFICATIONS:

Experience: Two (2) years of library assistance work, including one (1) year comparable to that of Library Assistant I.

Education: Completion of high school.

Equivalency: An equivalent combination of education and experience may be substituted.

Physical Ability: Ability to perform light physical effort, such as keyboarding, standing or staying in place for long periods of time and lifting, carrying and/or moving book tubs, carts and library materials weighing 20 pounds, regularly, and up to 50 pounds, as required.

LICENSE: None.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Medical History Review, except for positions assigned to Mobile Services, which require a Core Exam.

Class Established: May 1966

Revised: October 1972

September 1976

October 1983

Classification Study: April 1992 (M)

Classification Study: August 2002 (M)

Classification Study: May 2011 (M)

August 2013

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